7a. TECHNOLOGY

The Haskett Branch Library is the first of three facilities that will be developed by the City of Anaheim to serve the residents of the west end of the city. The new library, which will be located at the current Maxwell Park site, will showcase the use of data, video and voice technologies that support the library's mission.

The technology systems planned for the Haskett Branch Library will be introduced as the first level of a three tiered approach to overall system's development: 1) building level deployment; 2) inter-connectivity to local library partners; and 3) connectivity to other Anaheim Public Library facilities through the operating center at the main library.

Building Level Technology

The users of the Haskett Branch Library have asked that the new library address the informational, cultural, recreational and educational needs of all age groups. In order to accommodate this requirement the building will be organized both structurally and technologically to maximize the utility of commons areas, such as circulation, general collection and user seating spaces and to support special functions such as school homework centers and public access PC labs.

Circulation Desk
The circulation desk will include staffed check-in/check out PC's, security system desensitizers, a cash register and receipt printer (possibly part of a system-wide POS system) a debit card reader, a networked printer and a telephone.

There will be a data jack for each item of equipment that could potentially be attached to the library's local area network. The data jacks will be wired back to the telecommunications closet utilizing Category 5e, unshielded twisted pair cabling routed through appropriately sized conduit. Category 5e cabling is also recommended for voice system connectivity.

Careful attention must be given to the distribution of AC power. There should be a minimum of one duplex electrical outlet for each data jack, or potential future data jack.

Information Kiosk
Patrons entering the building will have access to an Information Kiosk that will provide a PC to access the library catalog, local library resources and regional electronic resources. There will be a minimum of two data jacks and one telephone jack designated for the Information Kiosk. The data and telephone jacks will be wired back to the telecommunications closet utilizing Category 5e cabling. There will be one duplex electrical outlet designated for each data jack.

Self-checkout Stations

The library will provide self-checkout stations for "express check-out." These stations will be in the exit area near the circulation desk. There will be a minimum of two data jacks designated for two self-checkout stations. These will be wired back to the telecommunications closet utilizing Category 5e cabling. There will be one duplex electrical outlet designated for each data jack.

The library will be equipped with a 3M type security system at appropriate points of egress. (Note the need for electrical wiring for the security system and the requirement that it be located in such a way to prevent interference with library PC's.)

Circulation Work Area

The circulation work area will be equipped with an appropriate number of staff workstations, telephones, a staff fax machine, networked printer and a networkable photocopier.

Each workstation will be provided a minimum of one data jack and one telephone jack. Additional data jacks will be provided in strategic locations to support peripheral equipment and to allow for future expansion and/or workspace reconfiguration. Data and phone jacks will be wired back to the telecommunication closed utilizing Category 5e data cabling. There will be a minimum of one duplex electrical outlet for each data jack in the work area.

Collections and User Seating

The collections and user seating areas of the building will be organized to address the specific needs of children, young adults, adults and the senior population. Each functional area within the library will have an appropriate number of PC's dedicated to specific purposes. A number of PC's will be designated as catalog access stations while others will be used to access library-centric electronic resources (e.g. CD Rom based programs) and the Internet. There will be a data jack for each PC in the initial layout of the building. There will also be additional data jacks distributed in a logical pattern to allow for future expansion and/or reconfiguration of patron workstations. Duplex electrical outlets will be provided for each data jack location.

It is anticipated that the library will utilize a combination of hardwired and wireless PC's as the facility matures. The wireless units can be in fixed locations or possibly on a portable cart with other peripheral equipment. The portable cart, which also functions as a charging station, would allow designated areas of the building (e.g. the Story Time Theater and the Conference/Meeting Room) to be used for multiple purposes. This flexibility of computer distribution requires careful attention to the location of electrical outlets.

Story Time Theater

The story time theater will be equipped with PC's, either fixed or on carts, that will allow children access to the library catalog and other library resources. There will also be staff access to the library's data network and phone system. There will be one data jack for each PC located in this area. The data jacks will be wired back to

the telecommunications closet utilizing Category 5e cabling. There will be at least one duplex electrical outlet for each data jack in the story time theater.

Special features of the story time theater include a sound system, access to CATV (Community Access Television) and the wiring infrastructure necessary to support interactive digital video. The interactive digital video system will allow staff to video-record library programs for later broadcast and/or provide the capacity to develop live feed through a community access television network. The video/CATV locations will be wired with both Category 5e and coaxial cable. Cabling will connect via conduit to the telecommunications closet.

Public Conference Room/Community Meeting Room

The public conference room will be designed to provide access to the library's computer network, access to CATV for local viewing and video uplink capability for library- generated broadcasts. Appropriately placed data jacks will connect to the telecommunications closet via conduit utilizing Category 5e cabling. CATV locations will be wired with both Category 5e and coaxial cabling to support both analog and digital video.

The conference room will be equipped with a digital projector and viewing screen and a smart board. Special consideration will be given to lighting and sound control so that the room can be used to support inter-active distance learning.

The Public Conference Room/Community Meeting Room will have a central control console that can manipulate all peripheral equipment the room. This will include DVD players, digital cameras and the drop down screen. Data and phone jacks will be wired to the telecommunications closet utilizing Category 5e cabling. There will be one duplex electrical outlet for each data jack.

The room will include the infrastructure necessary to support a ceiling mounted LCD projector and a retractable view screen. The library will also provide cabling in the Public Conference Room/Community Meeting Room capable of supporting Interactive Distance Learning equipment. This will include enhanced ceiling bracing and cabling in designated ceiling locations.

The interactive video capability of the Haskett Library, in the Story Time Theater and the Public Conference/Community Meeting Room will benefit the community in a variety of ways. It will allow the library to provide enhanced educational opportunities for a culturally diverse community by providing real-time access to library programs from remote locations. It will also provide the potential for structured distance learning opportunities within the library.

The video system will allow the library to broadcast programs to local schools and to the community at large. Finally, it will provide an effective means of intra and inter-library communication for Anaheim Library staff.

PC Labs, School Homework Centers and Business Center

The Haskett Library will provide its user community unparalleled access to lab based computer resources. There will be special computing resources in each special use areas of the building.

The library program calls for a Children's computer area adjacent to the Children's Services desk for student use. There will be a networked printer, or printers, in strategic locations for these machines. The printers will be connected to a debit card reader to allow point of sale transactions without library staff intervention. The distribution of data jacks in this area will be dependent upon the final furnishings layout and the degree of flexibility required by the library services program.

All of the PC's and Apple Computers put into place in the initial configuration of the building will be hardwired back to the telecommunications closet utilizing Category 5e cabling. There will be a duplex electrical outlet paired with each data jack to support computer equipment and computer peripherals. There will be a data jack, or jacks positioned in strategic locations to allow for the installation of a wireless network transmitter. Wireless may, or may not be included in the initial configuration of the building. However, planning for wireless for expansion and/or reconfiguration of the Lab area maximizes flexibility.

The Family Literacy and Center will provide educational and reading assistance software on computers located in this area. This room will be hardwired back to the telecommunications closet utilizing Category 5e cabling.

A mobile computer lab will be housed in the Children's area and can be relocated to other locations on a moments notice. The laptops in this mobile lab will connect to the network through wireless 802.11 technology.

Additional word processing services will be provided through AlphaSmarts. These inexpensive word processing devices run off three AA batteries and do not require a network connection. AlphaSmarts can print directly to a printer or send their files to a word processor on a PC for additional formatting requirements.

The "Copy/Business Center." The Business Center will house public access PC's and public use copiers. The distribution of data jacks is contingent upon the library services plan for this area of the building. All computers and computer peripheral equipment will be hard wired back to the telecommunications closet utilizing Category 5e cabling. All data jacks will be paired with a duplex electrical outlet.

The final concentration of equipment will include an Adult Computer lab and an adjacent Y.A. Homework Center. This area will function in a manner similar to the Children's PC lab and School Homework Center. However, it is targeted for more mature library users.

Quiet Study Rooms

There are a number of quiet study rooms in the library. Data jacks will allow patrons to access the Internet through their personal laptops and PDAs (Personal Data

Assistants). Listening stations will also be available. There will be networked printer in this area to support the library users. All data outlets will be wired back to the telecommunications closet utilizing Category 5e cabling, but will not be connected to the City network for security reasons. Instead, it will reside on its own local area network. All data jacks will be paired with a duplex electrical outlet.

Children's and Reference Services Desk
Each of the special service desks with be provided with multiple data outlets, a telephone, a fax machine and a networked printer. Both data and phone jacks will be hardwired back to the telecommunications closet utilizing Category 5e cabling. There will be a duplex electrical outlet for each data jack in this area.

Staff Workrooms
All staff workrooms will be equipped with the appropriate number of staff PC's. They also will include a networked printer, a photocopier and a telephone. There will be sufficient data jacks to accommodate expansion and/or reorganization of the work areas.
All data jacks in the initial configuration of the staff workrooms will be hardwired back to the telecommunications closet utilizing Category 5e cabling. There will be sufficient electrical outlets, a minimum of one duplex outlet per data jack, to support all staff functions in this area.

Staff Offices
All staff offices will be provided multiple data outlets, a telephone and a networked printer. Each data and phone jack will be hardwired back to the telecommunications closet utilizing Category 5e cabling. The offices will be designed to accommodate a variety of furniture configurations.

Staff Lounge
The staff lounge area requires a full service kitchen. Technology deployment should be limited to telephone and CATV connectivity.

Special Use Areas/Special Considerations
The delivery and service area will have a phone immediately inside the doorway. The intercom system for the building will be structured to allow delivery staff to request entry. There will be a security entry pad for staff access to the building. There will be sufficient control of building lighting at all entry points to assure secure access to the facility.

There will be a Public Address (P.A.) system controlled from the Circulation/Circulation Work area. It will be appropriately zoned, such zoning to include restrooms. The P.A. system should be linked to the building phone switch to allow access from any staff workstation.

There will be panic buttons incorporated as a feature of the voice communication system. There will be access to panic buttons at all public service desks, the manager's office, the staff workroom and the staff lounge.

The library will install a video surveillance system with cameras positioned to monitor the restroom entrances, the entrances to the building, the circulation desk and all computer labs. The video cameras will be wired to the central monitoring/control station utilizing coaxial cable. Low voltage electrical connectivity must be provided to each camera location. If the library wishes to install PTZ cameras (not recommended), each location must also include a data cable that terminates at the video control location.

Interconnectivity to Local Library Partners

The Anaheim Public Library is committed to extending access to its resources throughout its greater community. The Haskett Library project provides an opportunity for the library to explore options made possible through the application of current technology.

There are a number of potential partners in the area being served by the Haskett Library. They include the West Anaheim Youth Center, West Anaheim Medical Center, Schweitzer Park Boys and Girls Club, Brookhurst Community Center, Twila Reed Park and the local schools.

The library has determined that partnering with local schools, as a starting point, will provide the best opportunity for the largest segment of the Haskett Library service population. The library visited and/or evaluated the three schools in the Haskett service area that might qualify for state Library Bond Fund Grant Act funding. These are Magnolia High School, Dale Jr. High and Maxwell Elementary School.

The first two schools were quickly eliminated, Magnolia High School because of its classification as a “high tech” school and Dale Jr. High school because it already has high bandwidth connectivity to the internet.

Maxwell Elementary School provides the library an interesting opportunity for cooperative development of technology resources. The school currently has no active data distribution to classrooms, labs or the library.

The Anaheim Public Library would like to extend the Local Area Network of the Haskett Library to Maxwell Elementary. This Local Area Network will not be connected to the City network for security reasons. This link can be accomplished with a proprietary fiber link from the new library to the school utilizing below ground conduit and single mode fiber. The fiber would feed into a designated telecommunications closet in the school. This telecommunications closet would become the hub from which classrooms, labs and the library would be fed via a combination of Category 5e cabling and/or fiber.
The library can establish Maxwell Elementary as a separate VLAN which would allow both school and library personnel to manage the resources available to the school. The VLAN creates a secure separation of electronic access.

The most effective first step in the development of the Haskett Library/Maxwell Elementary school network would be to distribute data connectivity to the school library. Students using the school library would have access to the Anaheim Library catalog, on-line CD resources and the Internet as if they were on site in the Haskett Library. (Internet filtering could be established at the school level in accordance with school access policies and procedures.)

This structure would also make it possible for students at Maxwell Elementary to "participate" in library programming though the use of streaming video from the library to the school or through delayed digital video broadcasts from the library.

The school/library network could be developed so that students visiting the library could download information into their school portfolios which would be housed in a data storage bank located at the school.

The second phase of development of the school/library network would be to extend connectivity to computer labs in the school. Finally, connectivity could be extended to classrooms.

The development of the Haskett Library/Maxwell Elementary School network provides an interesting opportunity to explore the benefits of enhanced communications both in terms of access to traditional library services and through the development of creative means of utilizing passive and inter-active video resources.

Connectivity to other Anaheim Public Library Facilities

The City of Anaheim currently has four branch libraries and a bookmobile. The four branches of the library are connected to City Hall through T-1 lines. The City Hall connects to the Central Library via fiber optic cable. The network makes it possible to access the library's catalog and CD resources mounted on a CD-ROM server located in the Central Library. Additional resources are available through the Internet including Gale databases and Newsbank Newspapers. The library is exploring new technologies for linking the bookmobile to the Central library for real-time circulation with the Horizon system.

The Anaheim Public Library converted to a new Integrated Library System. This new system went live to the public on March 28, 2002. The new system replaced all digital dumb terminals with computers. The new browser interface for the public offers faster searching, direct links to other search headings and cover art for the public to see. It will be enhanced by the Local History Room Grant to digitize historical photographs which will be made available through the catalog.

The City of Anaheim is exploring a variety of options for enhancing data, voice and video communications. Wireless solutions, including microwave and radio frequencies have been discussed, as well as the deployment of a municipal fiber network.

The Haskett Library project provides the Anaheim Public Library the opportunity to develop a new model of data, video and voice distribution. This model can be adapted to the additional library facilities and partnerships planned for the West Anaheim service area.

7. PLAN OF SERVICE – TECHNOLOGY

The Haskett Branch Library is a 40-year-old 7,500 square-foot facility now serving a population of 65,000 residents in West Anaheim. Much of the limited public space is taken up by the 25 public and four staff computers, along with the accompanying tables, chairs, cables, and outlets in this branch. As the community and student usage of this facility grows, more space is necessary to provide the needed computing resources necessary to keep up with user demand.

In 2000, the Haskett Branch library was awarded a grant of 8 computers from the Gates Library Foundation to supplement 6 other public access computers (4 of these from cash and in kind donations from the community). An acknowledgement of the importance of electronic technology in local libraries is demonstrated by the additional 15 workstations added by the City Library system to Haskett in the last two years. The individual workstations are supported by high-speed connections to the Internet and local WAN, a recently installed state of the art library automation system, and multipurpose software. *This commitment to public access computing is even more vital in a service area with an estimated less than 30% home computer penetration.* The Anaheim Public Library has more public access computers available in the library system, but there is no more space to put additional workstations in this very crowded branch.

TECHNOLOGY PLAN – MEETING COMMUNITY NEEDS

<u>Supporting Public Computer Access for all users</u>

Electronic technology and services are a primary need of the west Anaheim community served by the Haskett Branch library. The local school district not only has inadequate technological infrastructure (internal connections are only 512K and there are no external connections off campus for students), but the year round multi track sessions required by overwhelming numbers of students, means the limited school technology is not available to any student except when in a classroom. Furthermore, the library survey of local school technology shows that most of the schools to not have any computer services for their students to use in the school library. Lacking electronic access and infrastructure at school and at home, the Haskett Library is the single most important provider of educational technology for the 6,994 students in the Magnolia Elementary School District our joint venture partner. In addition, one Junior High and three Senior High Schools also reside in the Haskett Library service area with a total enrollment of 6772.

Since a majority of students in the local school district come from crowded, low-income housing, they do not have electronic resources for their educational needs at home. In the underserved communities, like the ones ringing the Haskett Branch Library, public access computers and powerful, high speed connections are especially needed because so many in the community can not afford the high costs of hardware, software and ISP charges. This lack of personal and school infrastructure creates a major barrier to access for low-income residents.

The same lack of home computers that handicaps students, handicaps parents and preschoolers. Families do not have access to computer based educational software to build preliteracy schools – except at Haskett Library. The local service centers for Head Start programs and Family Literacy do not have any technology infrastructure. They refer parents to the local library for technology needs.

Teens attend junior and senior high schools with inadequate infrastructure and/or no access to computer workstations except in the classroom. Since west Anaheim lacks any after school facilities or programs to support either educational or recreational needs, the Haskett Branch Library is the sole source for homework assistance technology, Internet access, or electronic games.

Many Californians without Internet at home can get access at work, but this is less frequently true for workers in low-income occupations, as well as Hispanics, African-Americans and workers in small family owned businesses. Each of these underrepresented demographics for computer access are represented in the Haskett Branch service area

Another user group, long time residents who are now seniors, has not invested in electronic technology. However, like their peers throughout California, this senior population is interested in learning how the new technology may be of use to them. When they discover how the Internet can link them to family, friends, and resources, they become regular users. Other adults, without home computers, rely on public access electronic resources for word processing, consumer and employment information, research, and the Internet.

Supporting the Schools

To assist the K-12 curriculum, the Haskett Library will incorporate a variety of learning technologies into the building. Youth will have access to high speed Internet access. This will be supplemented by two homework centers with appropriate databases and productivity software to support learning and school assignments. CATV (Community Access Television) will provide opportunities for visual learning experiences. A multi-media area will provide students with opportunities to view and listen to video and audio materials in private. A video production lab will have the necessary computer hardware and software that allow students to create and edit their own video productions.

Supporting Literacy

Anaheim will cooperate with the Magnolia School District on the Family Literacy and Reading Center at the Haskett branch library. To support the Family Reading and Parenting Skills Program, the Haskett Library will include computers to assist in reading skills through educational games, reading software and guides for parents to help their children with homework.

Supporting Seniors

The present Haskett Library does not have a separate space for older adults to learn computer skills. In the new building, there will be an adult computer lab separate from all the youth activities in the library. Here, they can come and use computers for their own needs, including health, financial, investment, and email resources and learn from library staff members in classes specially tailored to their needs.

Supporting Computer Literacy

The general lack of personal computers in the schools, homes, or workplaces of the residents of West Anaheim means that there is also a low level of computer literacy. Computer labs, one mobile for use within the Branch or off site and one designed room in the new Haskett Library will support the ongoing, regularly scheduled workshops on computer literacy. These workshops include the Internet, email, Internet for Seniors, Internet Introduction (Spanish language). Additional workshops will be planned and offered as requested by the community. A new series of workshops is being planned to introduce library users to the full text databases remotely available for use for residents with at home or at work computer resources.

TECHNOLOGY PLAN - INTEGRATING INTO LIBRARY SERVICES

Computer literacy, familiarity and competency in using electronic resources, is increasingly becoming a "must have" skill for education and employment success. To support the Library's mission of pre-literacy, literacy, and life-long learning, computer technology and electronic resources will be integrated into library services for all ages and targeted groups and be an integral part of local use of the library facility and outreach through remote delivery of library resources throughout the west Anaheim community. Technology will be included in all major areas of library service:

Library Facility:

- Electronic connections throughout the building for personal use of laptops and PDA computers
- Computer lab in adult and youth areas with high-speed connections and diverse software and Internet connectivity
- Separate homework centers for children and young adults.
- Portable computer lab for instructional workshops for on site and outreach participants
- High speed connectivity of library resources to remote users – at home, at school, at business

- Adaptive/assistive workstations and technology for the disabled
- Rooms (meeting, group study, story time) with high-speed connections; equipment for delivery of video; LCD presentations; sound systems
- Listening stations for use of multi-media collections
- A video production lab equipped with a computer for video downloads and editing.

Library Collections:

- Reference collections will include electronic databases. The current collection includes access to the library catalog, a selection of InfoTrac magazine, health and business databases, Newsbank newspapers, Forms-on-File (a Facts-on-File product), Mitchell's Auto-Repair guides, and the Learn-a-Test product of online test preparation software. Anaheim's Public Services Computing Group continues to evaluate other products for inclusion that will meet community needs.
- Self-help collections will include electronic resources. Learn–a-test is a popular example.
- Reading education software for the Family Literacy and Reading Center.
- Fiction and non-fiction will include electronic resources either as purchased products or links to Internet sites
- Preschool and beginning to read collections will include appropriate educational software

Library Programs:

- Information assistance will include one on one introduction to electronic resources in addition to print resources
- Reader's advisory will include one on one introduction to electronic tools in addition to print resources
- Class visits (pre-school through adult) for an Introduction to the Library will include use of electronic resources
- Family Literacy will include electronic resources as well as print and media resources for increasing literacy
- Community Interest Workshops will include Beginning Computing, Introduction to the Internet, and Email and the Internet (English and Spanish)

- This level of support for technology based library resources and services will be supported by the City's network connecting the library facilities. Full time staff, at the library and at the City help desk, are available all open hours to maintain connections and operation of equipment.

Library Services

The implementation of electronic technology and resources for integration into existing programs or in the expansion of library services available with a new larger, state of the art facility, will support library services through:

Adequate funding – the operational budget for Haskett Branch Library will include expenditure accounts for the acquisition of electronic collections, hardware, software and maintenance and planned upgrade of equipment.

WAN Network – The Anaheim Public Library system is committed to reliable, high-speed delivery of electronic resources through high-speed data lines that directly links all Anaheim libraries, Yorba Linda and Placentia public libraries, and all City facilities. High-speed Internet based links are maintained for access to schools, other libraries, local resources, and frequently requested sites.

An Internet based, graphic capable Integrated Library System (epixtech Horizon) provides on site and remote access to the library catalog, patron accounts, self placed reserves and renewals, the Library Web site for high use links, and remote delivery of electronic indexes and full text resources.

Privacy and security of the network, workstations, and individual user files will be provided with firewalls, encryption, user permissions and appropriate policies and software.

The Family Literacy Center will include electronic resources as well as print and media resources for increasing of pre-schoolers literacy.

The Anaheim Public Library employs a Public Access Systems Coordinator who supervises two System Specialists. Together, these three people are responsible for the planning and operation of public computing services in all Anaheim Public Library locations. The City's Information Technology Department maintains the networking infrastructure, with the assistance of Public Utilities (maintaining the fiber optic connections) and Pacific Bell (responsible for the T-1 lines).

Expanding Library Services

- The proposed Haskett Branch Library project includes new and improved delivery and additional electronic resources to meet the needs of the community. Technology will expand library services through:

- Computer Literacy will be expanded through access to computer labs that will provide space and resources for additional Internet workshops on health, genealogy, job seeking, etc.

- An adult services computer lab will provide high-speed Internet and office tools (i.e. Word Processing) near the adult Reference Desk. An additional mobile computer lab will be available through wireless laptop computers that can be moved around the library at will.

- Library subscription resources are available through the Anaheim Public Library Web page. Using the library card authentication, certain vendors of allow the public to access these resources from the library users home computers.

- Family workstations that seat three to five individuals will provide a comfortable environment for parents to engage in educational play building literacy skills through educational software.

- Internet access and in house loan laptop computers will provide a comfortable work environment for group study or tutoring and mentoring.

- CATV (Community Access Television) and Video capability will extend library skills, research tips, and story times into classrooms unable by distance and/or lack of transportation to benefit from on site resources. These capabilities will be available in both large and small meeting rooms.

- Homework Center with electronic workstations and resources, including tutor.com and 24/7-reference service, will provide support for students performing below other districts in Anaheim and California.

- A local area network, not physically connected to the City network, will provide the public the ability to enter the library and utilize a library Internet connection for personal laptops and PDAs. With the assistance of the Internet Service Provider, IP authentication will allow this network to access library subscription databases as if it were coming from a City network computer. This separation of networks is necessary to protect the integrity of the City network from outside influences that might try to come in with their personal computers loaded with hacking tools.

- A technology capable building will provide the foundation to explore direct high-speed connections to local schools for direct shared use of resources, including an Extranet for students to access personal assignments, teacher guides, and databases.

- On computer station will include special access for adaptive and assistive technology for the disabled.

- A quiet area will be set aside with multimedia units where people can watch/listen to videos and audios.

- There will be one room where students can edit their own video productions using the library equipment.

- An Information Kiosk will be near the entrance to easily and quickly provide local information, referrals to other agencies, and Internet links to online community information assistance for patrons who do not or cannot travel for services beyond the library's service boundaries.

- Two self-checkout stations will provide express check in and checkout to reduce lines and speed circulation.

- Security systems and cameras will improve inventory control and patron safety.

PLAN OF SERVICE - TECHNOLOGY

7c. EXECUTIVE SUMMARY

The Anaheim Public Library System believes that technology, like the book or video, is a tool for service. Information technologies are very powerful tools, but they are the means not the end for quality library service for all library user populations. Technology and electronic resources are now part of the "tool kit" which includes print and media collections, staff, space, and programs to deliver library services that support literacy, learning and leisure for our community. Every service offered by Haskett Branch Library, like all other Anaheim Libraries, is evaluated for the appropriateness of the inclusion of technology and electronic resources – inside the building or by remote access.

In 1999-2000, the Anaheim Public Library System made the development and delivery of electronic resources through public access computers, high-speed communications, electronic products and Web page development a library service priority. Building on the Bill and Melinda Gates Grant, the Library system has put into place the expert staff, hardware, network, software packages, database resources, and financial resources necessary to make technology an integral part of Youth, Teen, Adult, Literacy, Collection, Bookmobile and Senior programs.

The full integration and implementation of the well-planned and extensive Technology Plan for Haskett Branch Library cannot be achieved in the current facility. The small 7,500 square foot, 40-year-old building simply does not have the space and cannot handle the infrastructure requirements for effective library services, including and especially, technology based services. The Haskett Branch currently has 25 public access PCs and 9 alpha smart keyboard/computers. The long range plan to grow these resources to 50 plus workstations is supported, not only with financial resources already projected in Anaheim Public Library's budget, but also with cash donations from patrons, organizations and businesses eager to support information technologies. The Cooperative Agreement with the Magnolia School District includes the placement of Macintosh computers, fully loaded with appropriate educational software, in the Haskett Branch to support the learning needs and curriculum of the elementary schools. However, the existing facility cannot handle one more computer - neither the Macintoshes available from the school nor any of the 30 recently donated word processing workstations received from the Anaheim Fire Department for educational support. Any additional workstations will be "on hold" – not available to the high density, disadvantaged residents of west Anaheim until a new facility with designated space and infrastructure for expanding this highly popular and growing area of library resources is built.

The current technology based service at Haskett is a world squeezed into miniature. Within the current space, the Haskett Branch Library offers a broad range of resources but with such a limited number of workstations, only a taste of the potential for each type of resource – Internet, web based catalog, educational software, or electronic databases - is apparent. Benefits from being a Branch in a technologically advanced system with high-level central support and multiple license agreements are

lost. Only a few users at any time can take advantage of the diverse resources chosen for preschoolers, new adult learners, high school and college research, or Internet access. There are maxi products, but mini space for full utilization. Some resources are offered remotely, but this virtual service is not accessible to a real world with 2/3 of the community LACKING a home computer.

The new Haskett Branch Library will be a technological milestone for the community. It will support the schools with high speed Internet access, homework centers for children and young adults, CATV and multi media stations. The Family Literacy and Reading Center will assist people in reading comprehension through educational games, reading software and guides for parents to help their children with homework. These materials will be available for use on public access computers or to borrow for home use. Senior citizens will be supported with an adult computer lab and classes that cater to their needs. Additional technologies will include adaptive/assistive workstations and technology for the disabled, and a video production lab equipped with a computer for downloading and editing videos.

In the planned future, residents may enter the library with their own laptops and PDAs to do Internet searching through a separate local area network (for security reasons). This LAN will provide IP authentication for access to the library subscription databases that people can download to their personal computer device. This same local area network can be connected to local schools so students can access their homework assignments.

The expansion of computers into more local schools and homes means that an important part of Haskett's technology plan is a more effective delivery of virtual library services. From the traditional – getting a library card, paying a fine, renewing or reserving a title to new services, including access to e-books, MP3 books, and 24/7 interactive reference support, the enabling technology will be provided. The continual development of the library's Web site to reflect growth and change is another key element of this Technology Plan.

Today, and for at least the next five years, the demographics and educational data clearly demonstrate that the majority of electronic services and resources need to be on site. There needs to be a community technology hub, the new Haskett Library, because 24/7 reference isn't any help if the inquirer has no access to a web linked workstation. Lending educational software titles only meets service needs when users have the equipment at home to work with their children. The technology plan submitted for this project balances the duality of electronic resources for in-house library users and those in the community who have the luxury of choosing whether to make their Haskett library experience a real or virtual visit.